

15 May 08
Division of Public Utilities and
To: Utah Public Service Commission
RE: Questar "underbilling" franco? Docket 08-057-11

FROM: RUSSELL F. FELDSTED

Attached is a letter from Questar Consumer Affairs Dept.

Questar is adamant that we owe them \$7,647.⁷⁹ "pending the outcome of the PSC investigation."
Our building was built in 1892. In the 1920's a massive coal burning steam furnace was installed. In the 1940's this furnace was converted to natural gas. The gas meter was installed at that time.

In 1980 we cut up the massive, old coal-gas furnace and replaced it with a new much more efficient steam heating system. But the meter - vintage 1940's, was not updated because the sidewalk in front of the building would have had to be removed.

In 2004/5 - Logan City did a special improvement district on our street and uprooted all old water and gas lines.

Questar then could get to the old pre-1950's gas meter. They removed it and replaced it with the 7000 series meter - and the employee said "the new meter is significantly more efficient and would reduce our gas consumption accordingly. I discussed this with our employees and

Heating Contractor. We decided to then replace the 1980 Steam Boiler furnace with a new 2004 model - which would reduce gas consumption even more.

We rent apartments to low income people on the 2nd & 3rd floors of this Building. The Main floor is retailing space. The people who we rent to are on government Housing Subsidance. They do not pay for their heating bills individually. One furnace provides heating for all residences. I invite you and Questar to investigate this Housing situation. These low income residents can't pay for food or medical.

I cannot understand why Questar - did not audit its billing system as any utility is required to do. The attitude that all citizens must pay for their mistakes is unbelievable... Who audits the Transponder Contractors?

Kindly take this information into account. We do not have Corporate lawyers to defend us in this extraordinary case.

Sincerely -
Russell Fields



Questar Gas Company

1140 West 200 South
P.O. Box 45360
Salt Lake City, UT 84145-0360

Consumer Affairs

May 5, 2008

Dear Mr. Fjeldsted:

This letter is in response to your letter sent to the Division of Public Utilities in April 2008. Your informal complaint was taken by the Division on 4/1/08 and closed with the letter sent by Questar's Executive Vice President, Ron Jibson. I appreciate the opportunity to respond to your concerns.

I spoke with the supervisor of our meter shop regarding your statement that you were told that a new, more efficient gas meter would save as much as 50% of your gas consumption. Our gas meters are simply a recording device for natural gas usage and would have no affect on the amount of gas that you were using. The supervisor felt it must have been a misunderstanding. Our service technicians are highly trained and know that the gas meter would have no influence over the consumption of natural gas.

As stated in Mr. Jibson's letter, the adjustment amount of \$7,647.79 has been moved to a disputed gas service agreement, pending the outcome of the Public Service Commission's investigation. For now, your monthly statement will bill you for your current gas charges only. If you have further questions or concerns, you may contact me directly at (801) 324-3310.

Sincerely,

A handwritten signature in cursive script that reads "Linda Kizerian".

Linda Kizerian
Consumer Affairs

Cc: Division of Public Utilities